

Volume

1

November 2002

UNIVERSITY INFORMATION SYSTEMS (UIS)

Uniformed Services University



UIS Quick Reference Guide

[Http://www.usuhs.mil/uis/training/quick_reference.pdf](http://www.usuhs.mil/uis/training/quick_reference.pdf)

UNIVERSITY INFORMATION SYSTEMS

UIS Quick Reference Guide

*“Effectively communicate the right information to the right people
at the right time”*

Uniformed Services University
4301 Jones Bridge Road
Bethesda, MD 20814
Phone (301) 295-9800 • Fax (301) 295-3935
E-mail: help@usuhs.mil

Welcome to the Information Technology (IT) systems and services of the Uniformed Services University. This Quick Reference Guide will provide general information on how to access and use our systems, as well as directions for obtaining additional assistance.

Government Resource

You are being granted access to a Federal Government resource and your use of these systems is susceptible to monitoring at any time. While every attempt will be made to keep it user friendly for faculty, staff, and students, it must operate under the general guidelines of the Federal Government and the Department of Defense. It is funded with tax dollars and provided to support the mission of the University. While occasional use for personal business is tolerated, it should not be used extensively for private or personal matters. Any use of the system that interferes with its use to support the mission will not be supported. You are responsible for using these resources appropriately and for not interfering with others who need its use.

Security

As a University we have worked to provide more open systems that are accessible by prospective students, and professional colleagues. However, we must provide security systems that protect our hardware, operating systems, and data. Some systems remain generally open to the entire Internet, while others are protected behind a security Firewall. Access to protected systems is obtained via user accounts and passwords that provide the primary security protection. You are responsible for the protection of your account name and password.

Resources Supported

Our first goal is to provide a set of reliable desk-top tools for every user. For those who have mission related requirements, we also attempt to provide access to USU IT resources from remote sites.

STANDARD DESK-TOP TOOLS include:

- A Microsoft site license for Word, PowerPoint, Excel, and Access
- Under the license, each user may place these Microsoft programs on a second system, a laptop or home computer.
- Novell GroupWise is provided as the official e-mail system and includes calendar that can be shared, discussion threads, and other administrative tools.
- Norton Anti-Virus Corporate Edition.
- Netscape and Internet Explorer Internet browsers
- Novell File Server access
- Bulletin Board access and User Groups
- Web Page support

OTHER SYSTEMS SUPPORTED as required:

- CUFS Financial System
 - Microsoft Front Page and Outlook
 - Adobe Acrobat, WIN Zip, FTP, and TELNET
 - Time Keeping Software, Modern Personnel Program
-

- Knowledge Finder for library services
- Statistical Software
- Genetic Database Software

Additional software that may be required can be placed on systems with the approval of the Helpdesk. However, these programs will not be supported beyond the general knowledge of Helpdesk technicians and may not interfere with official systems on the desktop, nor the network. Specialized servers and major network-related systems require the approval of the Automated Information System Policy Committee (AISPC) before they will be granted Network access. vschinski@usuhs.mil

Computers

Most computers for office automation and teaching requirements are provided under a leasing program. This program allows for standardization of systems supported, automatic technology upgrades (every three-years), and the ability to fund the program in a central operating budget. Computer leases are renewed once a year and Department Chairs and Activity Heads are responsible for planning for the computer needs of their staff. Additional computers may be purchased within activity budgets with the approval of the University Information Services (UIS) eford@usuhs.mil

Peripherals, such as scanners, printers, data recording devices for use with leased machines should be purchased as external (plug-in) devices whenever possible. Opening of the computer case of leased systems to install cards or devices must be done under the service contract. Contact the Helpdesk for assistance.

Users who require special, or advanced systems, and users who wish to purchase computers in support of research grants may obtain permission to purchase these systems within existing funding sources, or may apply for purchase as an unfunded requirement under the annual Equipment and Unfunded Requirements Review Committee.

E-Mail

Our GroupWise e-mail system has been identified by the University President as “the official means of information distribution.” Users are responsible for information provided via e-mail, in much the same manner as for written (hard copy) guidance. The content of e-mail is government property and can be monitored. Mail saved in GroupWise folders is purged every 60 days and should be archived to the desktop computer for longer storage. The use of distribution lists should be done with both the other users and storage capacity in mind. Don’t send copies to users who do not need to receive it and use other means to distribute large files to multiple users. Language, tone, content and usage should be compatible with professional and governmental standards. Inappropriate use of e-mail will result in general restrictions to its use. The use of non-standard e-mail reading systems (i.e. Eudora, Netscape Mail, Outlook, or Outlook Express) is authorized, but use may not interfere with the standard GroupWise system. Support for these nonstandard systems are not supported by the Helpdesk.

Address Books

Official GroupWise address books and distribution lists are maintained by UIS. However, numerous shared address books and distribution lists are maintained by “list owners” and published by the GroupWise system administrator for general use, or shared with limited users from the “owners” system.

Web Pages

The University Web Page is an official government communication tool. It must meet the ever-growing standards directed by the Federal Government and the Department of Defense. However, we strive to keep this resource as open as possible for educational and professional use. Guidelines for web pages will be addressed below. However, it needs to be noted here that while web pages for departments, activities, and occasionally even individual use will be allowed, they are still government property and must meet University guidelines. They should always contain only official, job related, information, and remain free of personal data (home addresses, phone numbers, etc). They should never include restricted government or University information.

Bulletin Board

The Bulletin Board is a secondary means of electronic communication. General notices and less formal information may be best made available to the entire user population by this means. Folders should be used appropriately to assist readers in finding the information. The folder for Official Notices should be restricted to official business.

File Servers

Currently, network-based file servers are associated with every account and share space on the assigned e-mail server. Data recording devices (i.e., CD ROMs, tape and disk drives) should be utilized for backup and long-term storage of data. The file server should not be used to provide long-term storage of operating systems and software. Unused data and files should be periodically removed from the file server.

Table of Contents

Introduction	i		
CHAPTER 1- HELPDESK INFORMATION		CHAPTER 5 - LOCAL AREA NETWORK (LAN)	
<u>Mission</u>	1	<u>How to Request an Account</u>	11
<u>How to Submit a Trouble Call Requests</u>	1	<u>How to Login to the LAN</u>	11
<u>How to Request An Account (LAN, E-mail, VAX, Dial-Up, Alpha, FTP)</u>	1	<u>How to Request a Dial-up Account</u>	12
<u>Supported Software</u>	2	<u>How To Configure the Dial-up Account</u>	12
<u>Other Supported Software</u>	2		
CHAPTER 2- SECURITY		CHAPTER 6- OTHER RESOURCES	
<u>Proper Use of Computer Resources</u>	3	<u>How Access the USU Home Page</u>	17
<u>Computer and Network Security</u>	3	<u>How To Access The Bulletin Board</u>	18
		<u>How To Publish an Announcement</u>	18
		<u>How to Access the Personnel Locator</u>	19
CHAPTER		CHAPTER 7 - INFORMATION SYSTEMS COORDINATOR (ISC)	
3- GROUPWISE CLIENT		<u>ISCs</u>	20
<u>How To Login</u>	5		
<u>How To View the Mailbox</u>	5	CHAPTER 8- TRAINING	
<u>How To Read Mail Messages</u>	6	<u>Training Coordinator</u>	21
<u>How To Create New Mail Messages</u>	6		
<u>How To Reply to a Message</u>	6		
<u>How To Delete a Message</u>	6		
<u>How To View an Attachment</u>	6		
<u>How To Setup E-mail Archive</u>	6		
<u>How To View E-mail Archive</u>	6		
CHAPTER 4- GROUPWISE WEB ACCESS			
<u>How to Login to the Web Access Mailbox</u>	7		
<u>How to View Web Access Messages</u>	9		
<u>How to Send Web Access Mail Message</u>	10		

Helpdesk Information

Mission:

To provide professional IT services to USU customers.

The UIS Helpdesk is a branch of the University's Information Systems Directorate. The primary function of the Helpdesk is to provide desktop support to the USU Community and front-end support to the UIS department. Front-end support is often in the form of taking phone and email requests from users, gathering required information for each trouble ticket and reporting problems or potential problems.

The Helpdesk provides customer support and technical services from 8:00am until 6:00pm, Monday through Friday.

Trouble Call Requests

To submit a request or if you experience any problems with the UIS supported software, systems, network, servers, applications, or telephones, please contact the UIS Helpdesk at 295-9800, E-mail us at help@usuhs.mil or click the "Submit a Request" button at the bottom of any screen on the UIS Helpdesk website. To access the UIS Helpdesk Web Site, type the following in the Address or URL block of your browser:

<http://www.usuhs.mil/uis/helpdesk/hdhomepage/index.htm>.

In addition to providing front-end support for the other UIS Branches, the Helpdesk provides a host of other support services. To view a list of those services, type the following in the Address or URL block of your browser:

<http://www.usuhs.mil/uis/helpdesk/hdhomepage/support.htm>.

How to Request an Account (LAN, E-mail, VAX, Dial-up, Alpha, FTP)

To request an account (LAN, E-mail, VAX, Dial-up, Alpha, FTP), customers must have a valid USU badge to identify them as a USU faculty, staff or student. Customers

must come to the UIS Helpdesk and fill out a trouble ticket providing all of the contact and trouble call information. Upon completion of the account(s), the UIS Helpdesk will call the Customer to notify them that their account has been created.

NOTE: You must have your USU ID Badge to pick up your account and each customer is responsible for picking up their own account.

Supported Software

Microsoft Education Enterprise Consortium (MEEC)

The University has acquired a site license for the Microsoft Software under the Maryland Education Enterprise Consortium Agreement. With this license agreement, many Microsoft products will be available to the University. There are also eligible products available for "work-at-home" use. The following is a list of those products:

- Microsoft Office vX for MAC
- Microsoft Office 2000 for PC
- Microsoft Office 98 for MAC
- Microsoft Office 97 for PC
- PowerPoint 2000 for PC
- PowerPoint 98 for MAC
- FrontPage 2000 for PC (Webmaster's Only)
- FrontPage v1.0 for MAC (Webmaster's Only)

Other Supported Software

- Corel Office Suite 7 and 8 (new versions are not supported)
- SPSS
- Novell GroupWise Client
- Novell GroupWise Web Access
- Novell Netware Client
- Telnet
- WinZip Utility
- Norton Anti-Virus Software
- Netscape Communicator
- Internet Explorer
- Adobe Acrobat Reader

Security

Proper Use of Computer Resources

- The following activities relating to DoD computer use are unauthorized:
 - activities for personal or commercial gain
 - storing or displaying sexually harassing or obscene language or material
 - storing or processing classified information on any system not approved for classified processing
 - permitting any unauthorized individual access to a government-owned or government-operated system
 - any use other than for official and authorized business
 - improperly storing or processing copyrighted material
 - viewing, changing or deleting files of another user without appropriate authorization or permission
 - attempting to defeat security systems
 - obtaining, installing, copying or using software in violation of the license agreement of the vendor
 - storing or displaying offensive material, such as racist literature
 - modifying or altering your software or hardware on your system
- Regardless of the sensitivity or classification of information, the following steps must always be performed:
 - report information systems security incidents, vulnerabilities and virus attacks to the Helpdesk
 - protect hardware, software, and documentation at the highest level of classification residing on the information system
 - safeguard each information system and its contained information against sabotage, tampering, denial of service, espionage, or release to unauthorized persons

Computer and Network Security


- do not write down or give out your password

UIS QUICK REFERENCE GUIDE

- change your password every three months
- always Logout of the network and e-mail completely
- if you do not recognize someone that is sending you E-mail, do not open it
- be aware of suspicious looking people
- do not leave your computer unattended for long periods with programs open (i.e., E-mail, network, word processor, etc.)

GroupWise Client

How to Login To GroupWise Client

Double-click on the GroupWise Icon  on your desktop. The GroupWise Startup dialog box will appear. Type in you User ID, password and TCP/IP address (if not displayed). The TCP/IP address is assigned by building and department. For example;

Building "A" = mxa.usubs.mil
Building "B" = mxb.usubs.mil
Building "C" = mxc.usubs.mil
Building "D" = mxd.usubs.mil
Silver Spring = mxr.usubs.mil
Medical Students = mxd.usubs.mil

Viewing the Mail Box

The main screen includes the folder list, a menu bar, and a toolbar containing several icons. The folder list contains useful functional areas that can be viewed by clicking on a desired folder.

- **Mailbox:** Contains the incoming messages you receive.
- **Sent Items:** Contains the messages you have sent.
- **Calendar:** Contains a calendar that stores information about your appointments, notes, and tasks.
- **Documents:** Contains subfolders for documents you have authored and documents in your default library.
- **Work in Progress:** Stores drafts of unsent messages until you are ready to send them.
- **Cabinet:** Holds all messages that have been filed for storage.
- **Trash:** Contains items that have been deleted.

How to Read Mail Messages

Click on the **Mailbox** folder from the folder list. A list of messages will appear on the right. **Double-click** on the message you wish to read.

How to Create and Send a Mail Message

Select **File** and **New** from the **Toolbar** or click on the **mail icon**. Choose **Mail** from the resulting menu. Enter a recipient address and e-mail subject in the appropriate boxes in the **Mail to** window. Type your message in the **Message** field. Press the **Send** button to send you message.

How to Reply to a Mail Message

Open a message from the Mailbox by **double-clicking** on the **mail** you would like to open. Click on the **Reply** button. Choose **Reply to Sender** to send the message to the sender only, or choose **Reply to all** to send the message to the sender and all recipients. Click on the **OK** button.

How to Delete a Mail Message

You can delete a message by first selecting the message in your mailbox and from the **Toolbar** Click **Edit** and **Delete**, or by using the mouse, **Right-Click** and select **Delete** from the drop-down menu.

How to View an Attachment

A mail message with an attachment will appear in the mailbox with a paper clip icon next to the envelope icon. Open the message with the attachment. The attachment will appear on the bottom of the window. **Double-click** on the attachment.

How to Setup E-mail Archive

You must first create a **Mail Archive** folder on your **C:** drive (i.e., **C:\Mail Archive**). From the toolbar, select **Tools** and click on **Options**. **Double-click** on the **Environment** icon. Click on the **File Location** Tab. Enter the **Mail Archive** folder you created on your **C:** Drive or click on the Folder Icon to the right to browse to it. Click on the **Cleanup** tab. In **Mail and Phone**, click on **Auto Archive** and enter **45 days**. You may also archive your appointments, tasks and reminder notes. In addition, you may also empty your **Trash** automatically.

How to View E-mail Archive

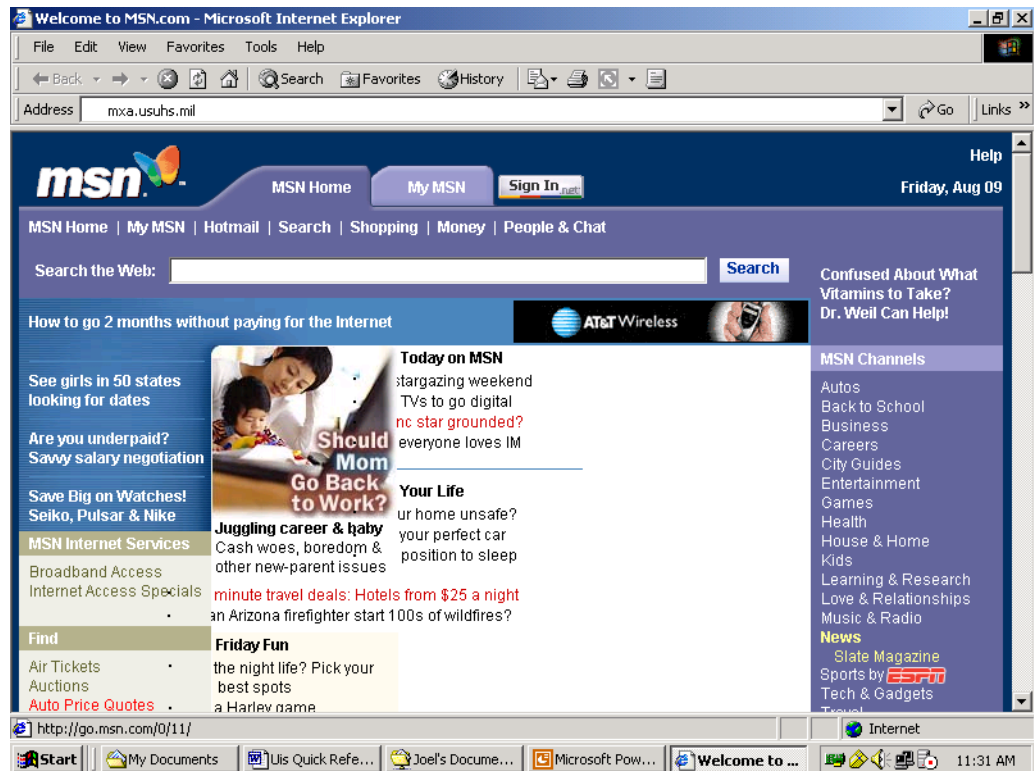
From the Toolbar select **File** and click **Open Archive**. To return to your mailbox, Select **File** and click **Open Archive**.

GroupWise Web Access

How to Login To the GroupWise Web Access

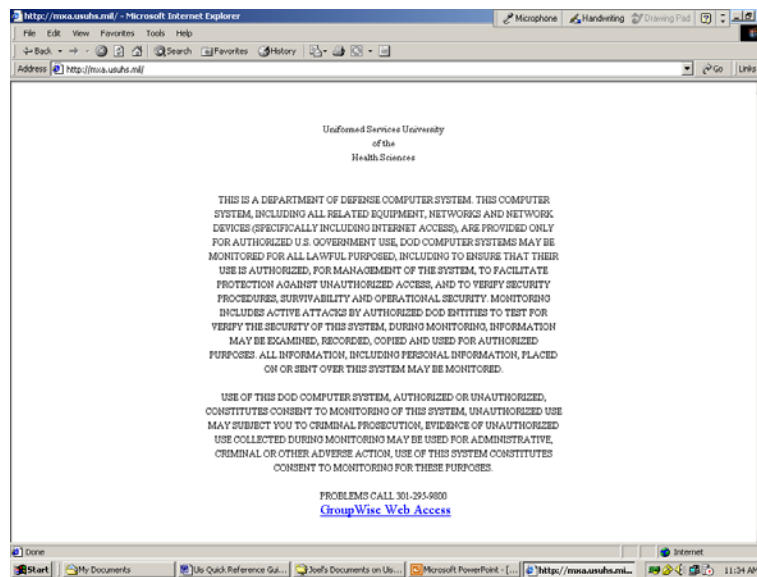
In the Address Block of your browser, type your server name. Your server name is assigned by building and department. For example:

Building "A" = mxa.usuhs.mil
 Building "B" = mxb.usuhs.mil
 Building "C" = mxc.usuhs.mil
 Building "D" = mxd.usuhs.mil
 Silver Spring = mxr.usuhs.mil
 Medical Students = mxd.usuhs.mil

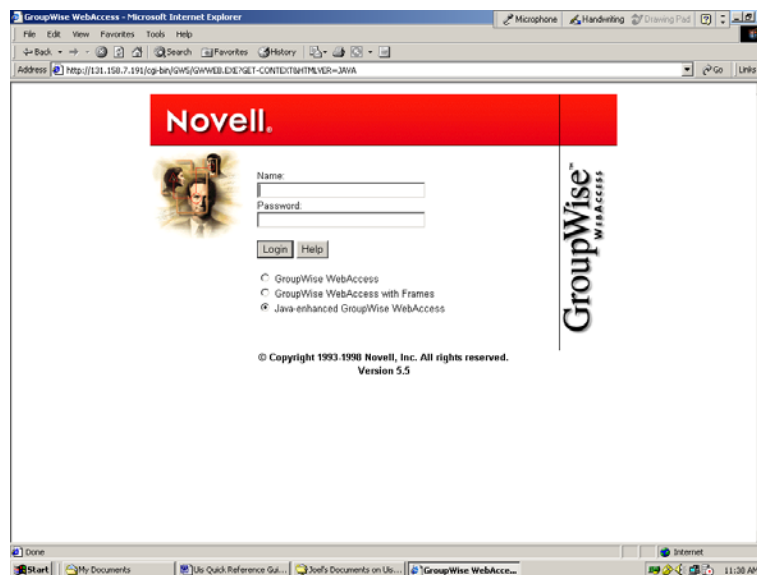


UIS QUICK REFERENCE GUIDE

The **DOD Security Notice** will appear. After reading the notice, click on the **GroupWise Web Access** link and the bottom of the page.



The GroupWise Web Access login page will appear as indicated below.



Enter your **username** and **password** and click on the **Login** tab.

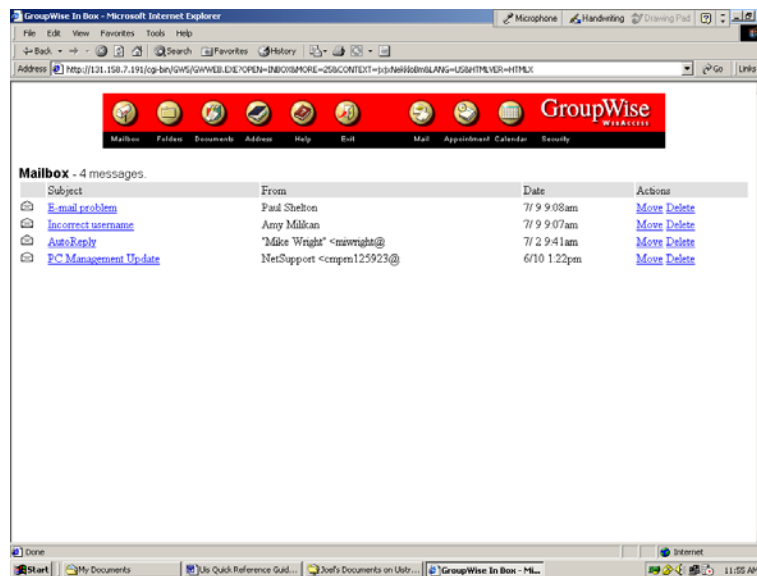
UIS QUICK REFERENCE GUIDE

The following screen will appear.

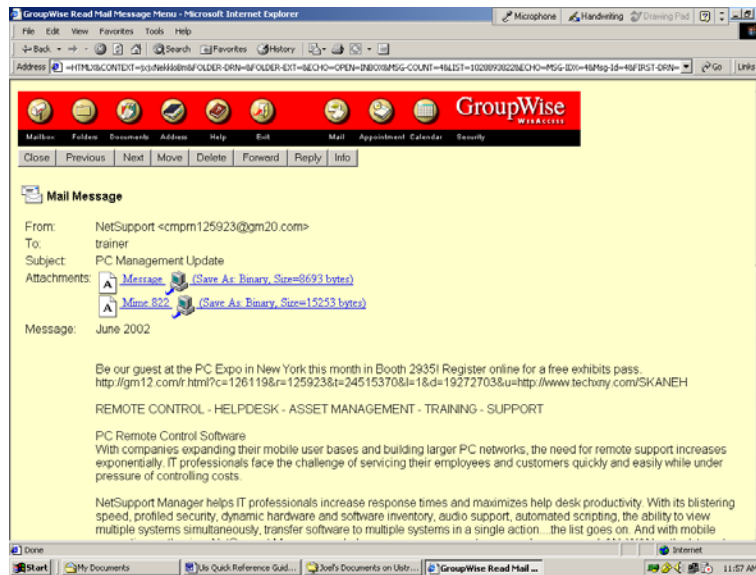


How to View Your Mailbox

Click on the **Mailbox Icon** to view your mail.



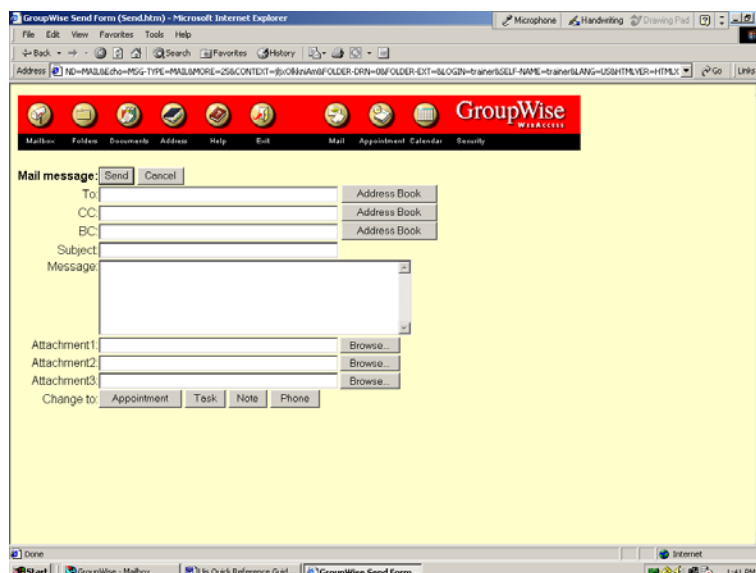
Your mail subject will appear as a link. To view your mail, click on the link.



From the Toolbar directly above the message you can perform the following functions; **Close** the current mail, view the **Previous** mail, view the **Next** mail, **Move** the current mail to a folder, **Delete** the current mail, **Forward** mail, **reply**, and view additional **Info**.

How to Send a Web Access E-mail Message

From your Web Access Mailbox, click on the Mail Icon. The following screen will appear.



Enter the appropriate information and click **Send**.

UIS QUICK REFERENCE GUIDE

NOTE: You must click the **Exit** button to get out of your mail box. **DO NOT** click the **X** located at the top right of your browser.

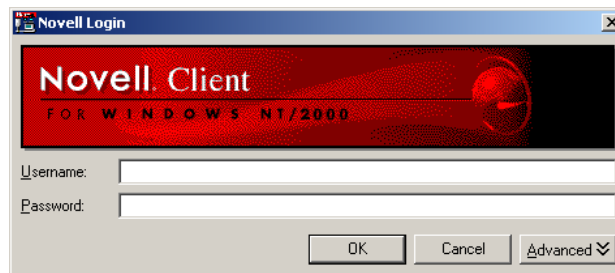
Local Area Network (LAN)

How to Request a LAN Account

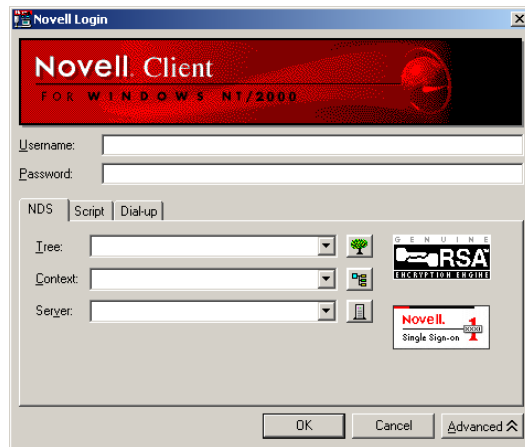
Procedures for requesting a LAN account are the same as for e-mail. (See Chapter 1 – **How to Request an Account for instructions**).

How to Logon to the LAN

If you are using Windows 95/98, the following login screen will appear when your computer boots up. If you are using Windows NT or 2000, you must have an account on the local machine. To obtain an account on the local machine, contact your ISC (go to <http://www.usuhs.mil/uis/helpdesk/hdhomepage/isc's.htm> for a list of ISCs). If your ISC is not available, contact the UIS Helpdesk.



Type in your **Username** and **Password** provided by the UIS Helpdesk. Click on the **Advanced** button. The following screen will appear.



Type in the **Tree**, **Context** and **Server** provided by the UIS Helpdesk and click **OK**.

How to Request a Dial-up Account

Procedures for requesting a Dial-up account are the same as for e-mail. (See Chapter 1 – **How to Request an Account for instructions**).

How to Configure the Dial-up Networking

The Dial-up Network Connection provides access to the modems at USUHS which will give you access to the Internet and your GroupWise e-mail. These instructions are designed to guide you through a complete set up for Dial-Up Networking, however if you need further assistance, please call the UIS Helpdesk at (301) 295-9800, which is open M-F, 0800-1800.

Windows 2000: From the Desktop:

1. Click on **Start**.
2. Click on **Programs**.
3. Click on **Accessories**.
4. Click on **Communication**.
5. Click on **Network and Dial-Up Connections**.
6. Double Click on **Make New Connection**.
7. Click **Next**.
8. Select **“Dial-Up to private network”**.

9. Click **Next**.
10. Select the **device (i.e., your modem listed)**.
11. Click **Next**.
12. In Dial-up Phone number, **type: (301) 295-9910 (for local) or 1 (888) 273-3917 (for long distance)**. You do not have to enter an area code if the complete number is in the main box.
13. Click **Next**.
14. Create the connection: **Select “For All Users”**.
15. Click **Next**.
16. Type in the name of the connection, such as **“USUHS Local or USUHS long distance”**.
17. Select **“Add a shortcut to my desktop”**.
18. Click **Finish**.

Note: An icon is automatically created for the Dial-up Network connection you just made and placed on your desktop.

The Dial-up connection will automatically pop up for immediate use but the DNS configuration must be in place before you can use the connection. Once the DNS configuration is done you will not have to repeat this step.

1. From the desktop, click **Start**, next go to **Settings**, and then **Control Panel**.
2. Double Click on **Network and Dial-Up Connections**.
3. Right click on **your new connection**.
4. Select **Properties**.
5. Select the **“Networking” tab**.
6. Type of server I am calling: **Select PPP:Windows 95/98/NT4/2000, Internet**.
7. Components checked section: **Highlight TCP/IP**.
8. Click **Properties**.
9. Click **Obtain IP automatically**.
10. Click **Use the following DNS server addresses**.
11. Preferred DNS Server: **Enter 131.158.4.7**
12. Alternate DNS server: **Enter 131.158.4.8**
13. Click **OK** to accept the entries.
14. Click **OK** to finish.

Note: You will not have to reboot as you would in earlier versions of Windows Operating Systems. Your connection is now ready to use.

Windows 95/98: From the Desktop:

1. Double click on **My Computer**.
2. Double click on **Dial-Up Networking** folder.
3. Double Click on the icon "**Make New Connection**".
4. Type a name for your connection.
5. Click **Next**.
6. In Dial-Up Phone number, type: **3012959910** (for local) or **18882733917** (for long distance). You do not have to enter an area code if the complete number is in the main box.
7. Click **Next**.
8. Next screen will notify you that a successful connection was made.
9. Click **Finish**.

Note: An icon is automatically created for the Dial-Up Network connection you just made. For convenience, you may want to create a short cut on your Desktop.

To create a shortcut:

1. Right click on the icon.
2. Go to **Send To**.
3. Select **Desktop (create shortcut)**.

Macintosh OS:

Requirements:

1. Check to see if you are running Operating System 7.1 or greater by clicking on the **Apple Menu** and selecting **About This Computer**. If not, then upgrade your Operating System.
2. Check to see if your Macintosh already has the proper Dial-Up software installed (**ConfigPPP** or **FreePPP** for Operating System 7.1 through 8.X or **Remote Access** for Operating System 9.0 and later). If not, contact the UIS Helpdesk to get the proper Dial-Up software.

Configuring TCP/IP:

1. Under the **Apple Menu**, go to **Control Panel** and open **TCP/IP**. If TCP/IP is not active, make it active.
2. In the TCP/IP setup box, you want to **Connect via: PPP** and in the setup section you want to **Configure: Using PPP server**.
3. In the **Name server addr.:** section you want to type in **131.158.4.7** and on a new line type in **131.158.4.8**. Under the **Search domains:** section you want to type in **usuhs.mil** and on a new line type in **usuhs.mil** again. Close the setup box. You will get a box asking if you want to "Save changes to the current configurations?" Click on the **Save** button.

Configuring Remote Access (Operating System 9.0 and later):

1. Under the **Apple Menu**, go to **Control Panel** and open **Remote Access**.
2. Make sure **Registered User** is selected.
3. Type your username in **Name:** field.
4. Type your password in **Password:** field.
5. Type in the phone number (without spaces or dashes) in **Number:** field.
6. Click **Connect**.

Installing ConfigPPP/FreePPP (Operating System 7.1 through 8.X):

1. Restart your Macintosh with the extensions off (hold down the shift key when starting).
2. Insert and open the **Mac PPP** disk. On the disk you will find three folders titled **Control**
3. **Panels**, **Extensions**, and **Preferences**. In the **Control Panels** folder is **Config PPP** and
4. **Mac TCP**. In the **Extensions** folder is **PPP** and **Mac IPX AppleTalk**, and in the
5. **Preferences** folder is **PPP Preference** and **Mac TCP**.
6. Install MacPPP by dragging the contents of the three folders to their respective folders within the System Folder on your Macintosh.
7. Restart your Macintosh.

Configuring ConfigPPP/FreePPP (Operating System 7.1 through 8.X):

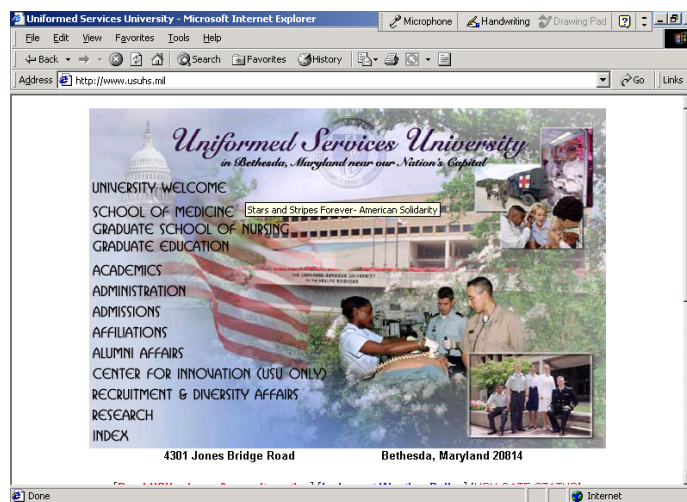
1. Under the **Apple Menu**, go to your **Control Panel** and open **Config PPP**. Make sure the **Port Name** is setup for your modem.
2. At the bottom of the **Config PPP** setup box, click on the **Config** button. You will get another setup box.
3. Type in the appropriate **Phone number** for dialing in.
4. In the **Modem init** box, type in **AT&F1**.
5. Then click on the **LCP Options...** button.
6. In the **Authentication** row and in the **Remote** column, make sure **Want** and **Will** are both checked. Then click **OK**.
7. Then click on the **Authentication...** button.
8. In the **Auth. ID box**, type in your username.
9. In the Password box, type in your password.
10. When complete click on the **OK** button at the bottom, and then click on the **Done** button at the bottom.
11. At the **Config PPP** box, click on the **Open** button at the top of the box, to establish a connection. You will hear your modem dialing. (For future connections, you will only need to open **Config PPP** and click on the **Open** button. All other settings will already be setup.)
12. Create an alias for your desktop or Apple Menu.

Other Resources

How to Access the USU Home Page

The University Web Page is an official government communication tool. It must meet the ever-growing standards directed by the Federal Government and the Department of Defense. However, we strive to keep this resource as open as possible for educational and professional use. Guidelines for web pages will be addressed below. (NOTE: It needs to be noted here that while web pages for departments, activities, and occasionally even individual use will be allowed, they are still government property and must meet University guidelines). They should always contain only official, job related, information, and remain free of personal data (home addresses, phone numbers, etc). They should never include restricted government or University information. To access the USU Home Page, type the following in the Address or URL block of your browser:

<http://www.usuhs.mil>



How to Access the Bulletin Board

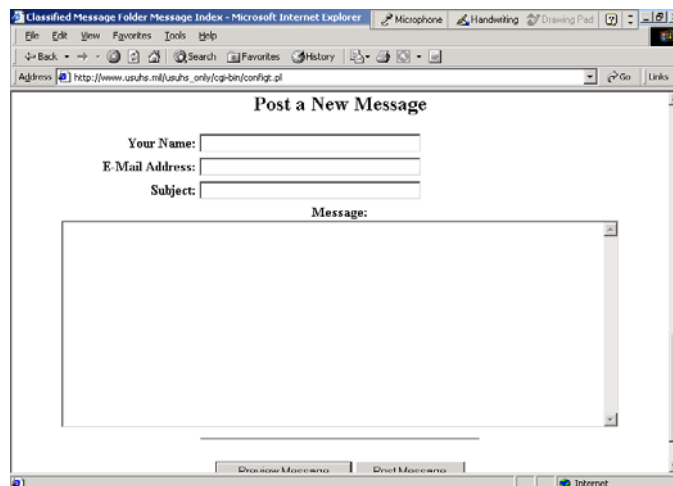
Bulletin Board is secondary means of electronic communication. General notices and less formal information may be best made available to the entire user population by this means. Folders should be used appropriately to assist readers in finding the information. The folder for Notices should be restricted to official business. To access the Bulletin Board, type the following in the Address or ULR block of your browser or select Bulletin Board from the Information drop-down menu on the USU Home Page.

http://www.usuhs.mil/usuhs_only/blbrd/bulletin.html



How to Publish an Announcement

You can publish an announcement by clicking on one of the folders on the Bulletin Board, you can click on the **Post a New Message** link. Type in the information requested and your message, and click on the **Post Message** Button.



How to Access the USU Personnel Locator

The Personnel Locator was designed to allow USU faculty, staff and students the opportunity to locate other USU personnel through an on-line directory. The main function of the Personnel Locator will be the search function. However, for some personnel there are additional functions beyond searching and viewing profiles. The Personnel Locator will allow the Administrative Support Division (ASD) and Administrative Officers to update specific student and faculty information directly on-line. To access the Personnel Locator type the following in the Address or URL block of your browser.

<http://locator.usuhs.mil>



ISC's

Information Systems Coordinator (ISC)

The ISC acts as the liaison between department personnel and the UIS Helpdesk. They are responsible for providing immediate support for minor problems you may experience with your computer or the network. They can also install and remove applications from computers with the approval of the UIS Helpdesk. If you experience problems you should contact your Department ISC prior to contacting the Helpdesk. Type the following in the address or URL block of your browser to view a list of ISCs by Department.

<http://www.usuhs.mil/uis/helpdesk/hdhomepage/isc's.htm>

Training

How to Request Training

The Training Coordinator provides orientation training to faculty staff on a quarterly basis, to students upon arrival to USU, as well as to groups and one-on-one training to USU personnel. To request training, contact the UIS Helpdesk and a trouble ticket will be generated and forwarded to the Training Coordinator. trainer@usuhs.mil

UNIVERSITY INFORMATION SYSTEMS (UIS)

Uniformed Services University



UIS Quick Reference Guide